

It is estimated that more than 20% of all email messages sent are erroneously blocked by spam and content filters.

Here are some things that your customers can do to ensure they receive important email messages from Chase.

What Your Customers Can Do

One of the most common steps your customer can take to ensure they receive emails from Chase is to add the following email address to their address book: reply@mail.chaseb2b.com

Click here for instructions on how to do this:

http://memberlandingpages.com/address_book/address_book_add.htm

What Your Customer's Company Email Administrator Can Do

If adding Chase's email address to their address book does not correct deliverability issues, the customer can engage their company's email administrator to help configure the company's mail server so that it does not reject or filter emails from Chase.

Information for email administrator:

IP: 66.231.86.62

Hostname: bounce.mail.chaseb2b.com

Envelope from Domain: mail.chaseb2b.com

With this information, administrator can review the email logs to determine if the email was received at the server level. If they do find this information; they can determine the reason for the rejected send and then take corrective action.

Email administrator can also consult the email domain manual for Spam filter, or IT department on how to configure the filter's white list, utilizing the information above.

If these steps do not resolve your customer's email deliverability issue, please contact Sales Support.